

# Position Description (EP)

Read each heading carefully before proceeding. Make statements simple, brief, and complete. Be certain the form is signed. Send the original to SRS Personnel Services. Supervisors and incumbents are responsible for the completion of this form.

CHECK ONE: ( ) NEW POSITION ( X ) EXISTING POSITION

## PART I - Position Description

1. Agency Name SRS		9. Position Number K0163648		10. Budget Program Number	
2. Employee Name (leave blank if position vacant)			11. Present Class Title (if existing position) Technology Support Consultant III – Server Support		
3. Division ITS			12. Proposed Class Title		
4. Section Technology Services			13. Allocation		
5. Unit Server Support			14 (a). Effective Date		14 (b). FLSA Code
6. Location (address where employee works) City Topeka County Shawnee			15. By Approved		
7. (Circle appropriate time) Full Time X Perm Inter Part Time Temp %			16. Audit Date: By: Date: By:		
8. Regular Hours (circle appropriate time) From: 8:00 AM/PM To: 5:00 AM/PM			17. Position Reviews Date: By:		

## PART II - Organizational Information

## Area for use by Personnel Office

18 (a). Briefly describe why this position exists. (What is the purpose, goal, or mission of the position)

This is advanced technical work advising and assisting computers users in solving problems in a distributed computing environment. Serves as a senior consultant and/or subject matter expert providing consultation to users and staff for the most complex problems. Work includes installation of hardware and software, troubleshooting, configuring client server based application software for LAN, server hardware, operating systems, and application systems in a WAN environment. The position provides technical consultation and training to users and information technology staff. Includes troubleshooting, diagnosing, and resolving LAN and client server data and communications problems involving complex configuration maintenance of network equipment that requires incumbents to understand varied network operating systems and communications protocols. Work is of a diversified nature that usually involves multiple unrelated steps. Analytical thought is necessary for dealing with complex data and situations and requires planning for or carrying out a sequence of actions. Involves functional leadership responsibilities as a senior consultant or project leader.

18 (b). If this is a request to reallocate a position, briefly describe the reorganization, reassignment of work, new functionality added by law or other factors which changed the duties and responsibilities of the position.

19. Who is the supervisor of this position? (Who assigns work, gives directions, answers questions and is directly in charge.)

**Name:** Ryan Fickel

**Title:** Server Support Manager

**Position Number:** K0222120

Who evaluates the work of an incumbent in this position?

**Name:** Ryan Fickel

**Title:** Server Support Manager

**Position Number:** K0222120

20. a) How much latitude is allowed employee in completing the work? b) What kinds of instructions, methods and guidelines are given to the employee in this position to help do the work? c) State how and in what detail assignments are made

Assignments are given in the form of overall objectives for business outcomes. This position has considerable latitude in developing goals and in setting progress and project deadlines to meet business goals and outcomes. Business outcomes are reviewed for timely completion and effectiveness.

d) Which statement best describes the result of error in action or decision of this employee.

( ) Minimal property damage, minor injury, minor disruption of the work flow.

- ( ) Moderate loss of time, injury, damage, or adverse impact on health and welfare of others.
- ( X ) Major program failure, major property loss, or serious injury of incapacitation.
- ( ) Loss of life, disruption of operations of a major agency.

21. Describe the work of this position using this page or one additional page only. (Use the following format for describing job duties:)  
**What** is the action being done (use an action verb); to **whom** or **what** is the action directed (object of action); **why** is the action being done (describe the result or outcome expected); **\*How** is the action expected to be performed (describe the manner, methods, techniques or procedures in which the task is currently performed ). For each task state: Who reviews it? How often? What is reviewed for?

Number Each Task and Indicate Percent of Time and Identity of each function as essential or marginal by placing an E or M next to the % of time for each task. Essential functions are the primary job duties for which the position was created and that an employee must be able to perform, with or without reasonable accommodation. A marginal function is a peripheral, incident or minimal part of the position

No.	%	E OR M	
1	20	E	This position is responsible for managing and maintaining essential services such as Active Directory, DNS, DFS, DHCP.
2	20	E	This position helps to envision, evaluate, plan, and deploy new systems and applications across the enterprise. This position may periodically be called upon to serve as a lead technician or subject matter expert to help facilitate a successful deployment.
3	20	E	This position maintains systems and services already deployed across the enterprise. Provides technical support when systems are down, and works with others to help bring resolution to the problem. Ensures that systems are properly patched, backed up, and protected from virus and malware activity.
4	20	E	Serves as a technical lead and provides support for services such as Backups, DPM, ISA, OrgPublisher, and ForeFront antivirus.
5	10	E	Gathers information, runs reports, generates scripts about supported systems as needed.
6	10	E	Other duties as assigned.

\* The description of how the work is to be performed does not preclude the consideration of reasonable accommodation(s) for qualified persons with a disability.

22. List the consequences of not performing the essential functions of this position as identified in Section 21.

Failure to perform the essential functions above could result in penalties by governing authorities or consequences that could negatively impact the services that are brought to the citizens.

23. a. If work involves leadership, supervisory, or management responsibilities, check the statement which best describes the position

- ( ) Lead worker assigns, trains, schedules, oversees, or reviews work of others.
- ( ) Plans, staffs, evaluates, and directs work of employees of a work unit.
- ( ) Delegates authority to carry out work of a unit to subordinate supervisors or managers.

b. List the class titles and position numbers of all persons who are supervised directly by employee in this position.

**Class Title** **Position/KIPPS Number**

24. For what purpose, with whom and how frequently are contacts made with the public, other employees or officials?

Works daily with other technical staff to help with server related issues that follow best practices to meet the agency business requirements. Works daily with various vendors or contractors

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25. What hazards, risks or discomforts exist on the job or in the work environment?

Some moderate lifting up to 75 lbs, bending, and kneeling may be required.

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26. List machines or equipment which are currently used to complete the tasks or production standards for this position. Indicate the frequency with which they are used.

Daily – Normal work environment (Phone, computer, copier, fax, and other office supplies)

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### **PART III - Education, Experience and Physical Requirements Information**

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27. Minimum Qualifications as stated in the State of Kansas Class Specifications.

High school diploma or equivalent and two years advising and assisting computers users in a distributed computing environment. Education may be substituted for experience as determined relevant to the agency.

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28. SPECIAL REQUIREMENTS

A. State any additional qualifications for this position that are necessary to perform the essential functions of this position. (License, registration or certification).

Windows Server Certifications

B. List any skill codes or selective certification required for this position. Selective certification must first be approved by the State Division of Personnel Services.

C. List preferred education or experience that may be used to screen applicants.

Experience with the following technologies: Xiotech SAN, Windows Server 2008, SQL Server 2008, Exchange 2010, ForeFront Endpoint Protection 2010, BES, SharePoint 2010, Hyper-V, VMWare, SCOM, SCCM, SCSM

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29. Describe the physical characteristics of the job as they relate to essential functions (focus on results, not methods of obtaining results).

30. Describe any methods, techniques or procedures that must be used to insure safety for equipment, employees, clients and others.

**PART IV - Signatures**

Signature of Employee

Date

Signature of Personnel Officer

Date

Signature of Supervisor

Date

Signature of Agency Head or Appointing  
Authority

Date